



Seth Soorajmull Jalan Girls' College
8/9, Bankim Chatterjee Street, Kolkata – 700 073

Phone: 6289835475

E-mail : ssjalancollege@yahoo.co.in Website : www.ssjalangirlscollege.org.in

Findings of Student Satisfaction Survey

2021-2022

Total number of respondents -429

Demographic details:

A) Please confirm (mention) this is the first and only time you answer this survey.

‘Yes’, for all the respondents.

B) Age Group: 17-24 years

C) College Name: Seth Soorajmull Jalan Girls' College (same for all the respondents)

D) Gender: Female (same for all the respondents)

E) What degree programs you pursuing now?

The data revealed that majority of the respondents, (91.9%) are pursuing ‘Bachelors’ degree program. While around 2.4% said that they were pursuing ‘Masters’ degree and remaining mentioned that they were pursuing other programs.

F) What subject area are you currently pursuing?

The data revealed that out of 425 responses received, around 66.4% are pursuing ‘Arts’ field while 33.6% are pursuing ‘Commerce’ field.



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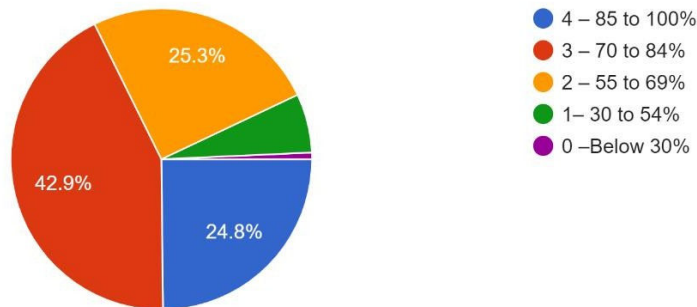
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Feedback on Student Satisfaction Survey

1. How much of the syllabus was covered in the class?

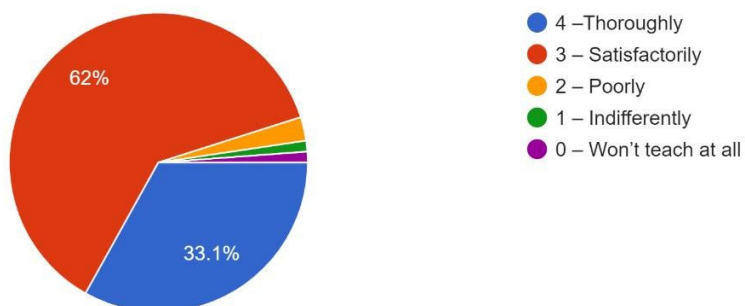
427 responses



The above data reveals that around 43 % of the respondents felt that 70 to 80% of the syllabus was completed in class by the teachers and around 25% felt that 85 to 100% of the syllabus was completed in class which otherwise means that 68% of the students felt that over 70% of the syllabus was covered in the class. Only 0.7 % of the students felt that the teachers completed below 30% of the syllabus in class.

2. How well did the teachers prepare for the classes?

429 responses





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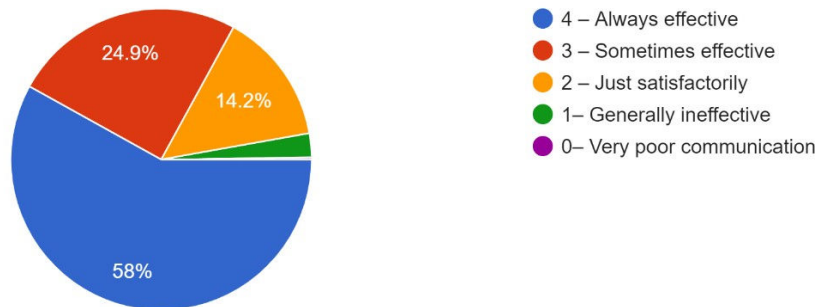
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The above data reveals that around 62 % of the respondents felt that the teachers thoroughly prepared for the classes and 33% of the students felt that the teachers satisfactorily were prepared for the class. Only 2.6 % students felt teachers came poorly prepared for the class while 1.2 % of the respondents felt that teachers were indifferent and would not teach at all.

3. How well were the teachers able to communicate?

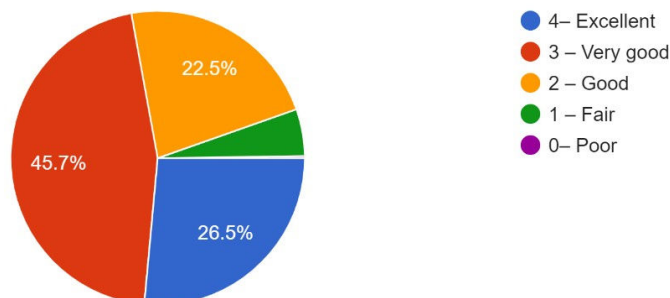
429 responses



The above data reveals that around 58 % of the respondents felt that the teachers were always effective in communicating with the students while around 30% felt that teachers were sometimes effective in communicating with the students. Only 2.6% of the students reported that the teachers were generally ineffective in their communication while none reported that teachers were very poor in communication skills.

4. The teacher's approach to teaching can best be described as

427 responses





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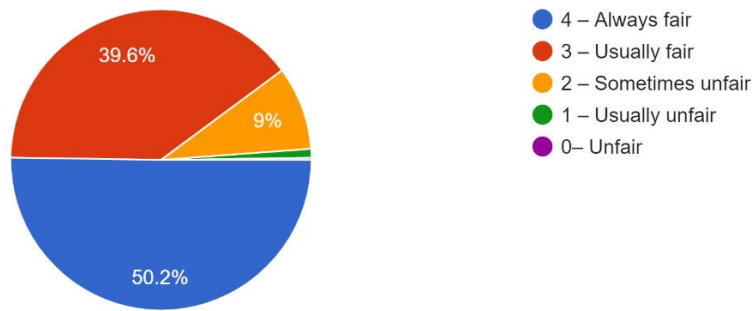
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The above data reveals that around 46 % of the respondents felt that the teachers approach to teaching is very good and 27% felt that the teachers approach to teaching is excellent. However none of the respondents stated that the teachers approach to teaching is poor.

5. Fairness of the internal evaluation process by the teachers.

424 responses



The above data reveals that around 50% of the respondents felt that the internal evaluation process by teachers is always fair and 40% felt that the internal evaluation process by teachers is usually fair. However none of the respondents stated that the internal evaluation process by teachers is usually unfair.



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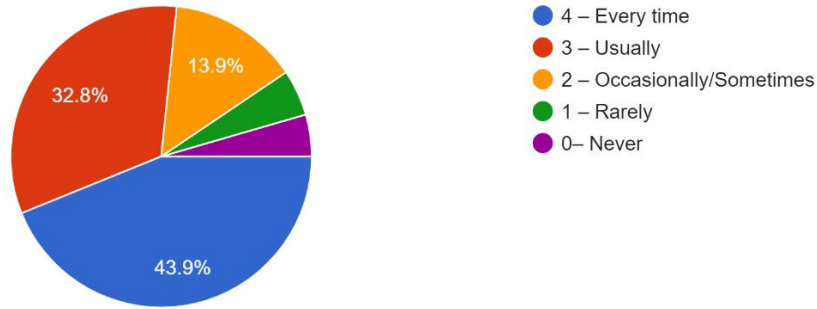
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6. Was your performance in assignments discussed with you?

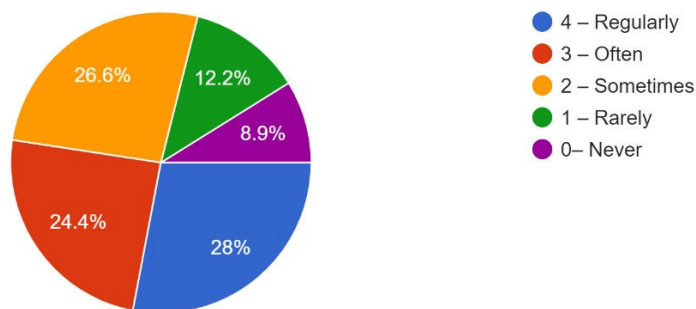
424 responses



The above data reveals that around 44% of the respondents said that the teacher discussed their performance on their assignments with them with every assignment. 32% of the respondents said that the teacher discussed their performance on their assignments with them usually. Around 5% of the respondents felt that the teachers rarely or never discussed their performance on their assignments with them.

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

418 responses



The above data reveals that around 28% of the respondents said that the institute takes active interest in promoting internship, student exchange and field trips regularly. 24% of the respondents said that the institute often takes interest in the same often while 27% of the students felt the institute sometimes takes interest in promoting internship, student exchange and field trips.



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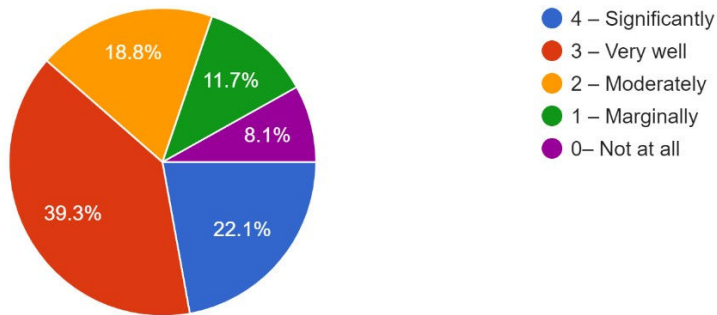
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8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

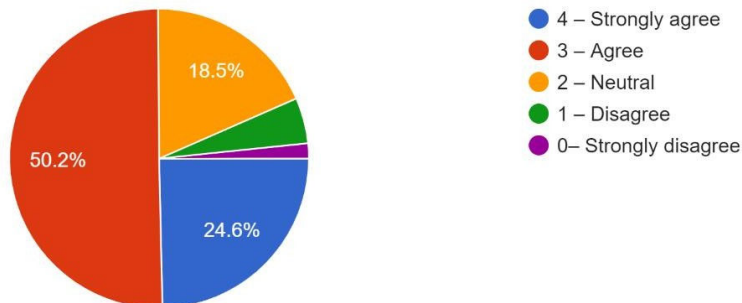
420 responses



The above data reveals that around 22% of the respondents said that teaching and mentoring process is done significantly in the Institute whereas 39% of students felt it was done very well, 19% felt it was done moderately well. However, around 12% of the respondents felt that it was done marginally and 8% responded that teaching and mentoring process is not at all done.

9. The institution provides multiple opportunities to learn and grow.

426 responses



The above data reveals that around 50% of the respondents strongly agree that the institution provides multiple opportunities to learn and grow, 25% agreed on the same whereas 19% remained neutral to the



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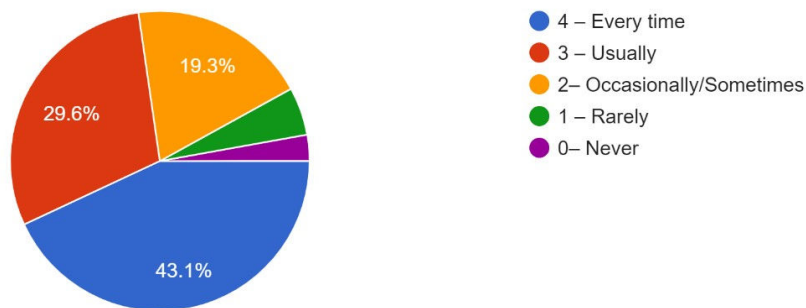
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above statement. 5 % and 2 % of the students responded negatively on whether the institution provides multiple opportunities to learn and grow.

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

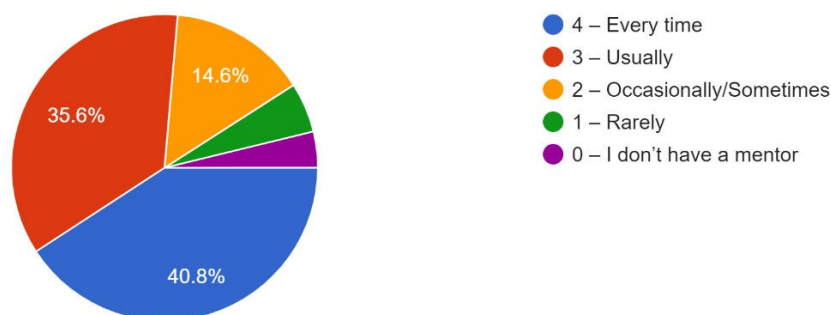
425 responses



The above data reveals that around 43% of the respondents said that teachers informed them about their expected competencies, course outcomes and programme outcomes every time, with 30% saying usually and 19% saying teachers do so occasionally or rarely. 5% and 2% of the students felt that the teacher rarely or never inform the students about their expected competencies, course outcomes and programme outcomes.

11. Your mentor does a necessary follow-up with an assigned task to you.

419 responses



The above data reveals that around 41% of the respondents felt that their mentor does a necessary follow-up with an assigned task with them, 36% felt so usually about the issue while 15% felt that their mentor follows-up with an assigned task with them occasionally or sometimes. 4% of the respondents felt that they do not have a mentor in college.



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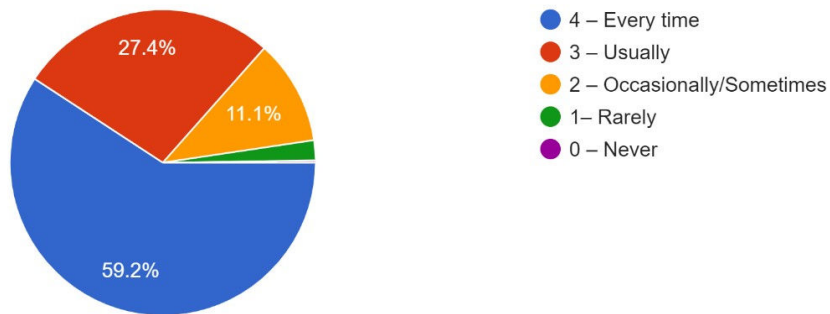
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12. The teachers illustrate the concepts through examples and applications.

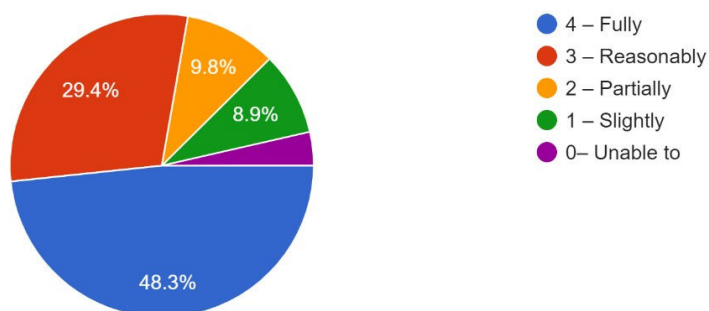
424 responses



The above data reveals that around 59% of the respondents felt that the teachers illustrate the concepts through examples and applications, 27% felt so usually about the issue while 11% felt that the teachers illustrate the concepts through examples and applications occasionally or sometimes. It is to be noted that none of the respondents have claimed that the teachers never illustrates the concepts through examples and applications.

13. The teachers identify your strengths and encourage you with providing right level of challenges.

418 responses



The above data reveals that around 48% of the respondents felt that the teachers are able to identify their strengths fully and encourage them with providing right level of challenges, 29% felt so reasonably about the issue while 10% felt so partially. However 4% of the students felt that the teachers neither were unable to identify their strengths nor could encourage them with providing right level of challenges.



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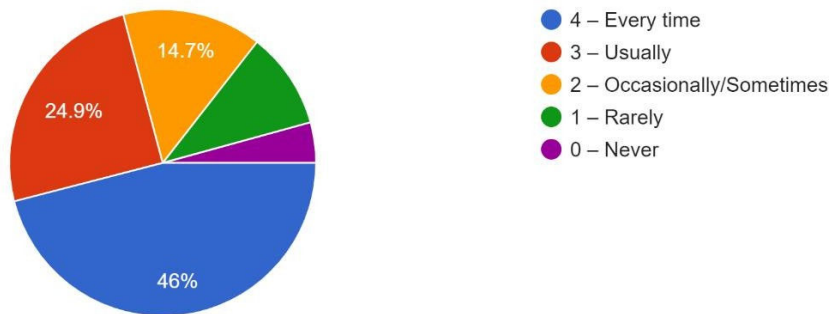
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14. Teachers are able to identify your weaknesses and help you to overcome them.

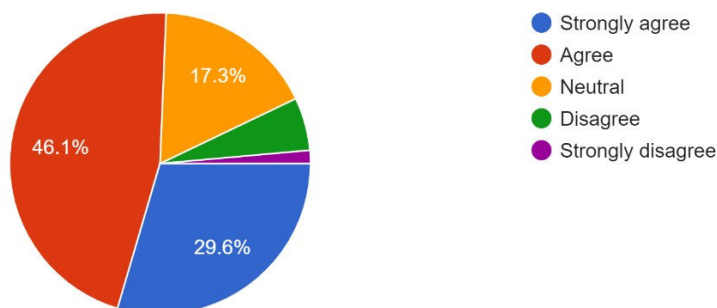
422 responses



The above data reveals that around 46% of the respondents felt that the teachers are able to identify their weaknesses and help them to overcome them every time, 25% felt so usually about the issue while 15% felt so occasionally or sometimes. However 4% of the students felt that the teachers are unable to identify their weaknesses and help them to overcome them.

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

423 responses



The above data reveals that around 46% of the respondents agreed that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process, 30% felt agreed about the issue while 17% were neutral on it. However 1% of the students strongly disagreed to



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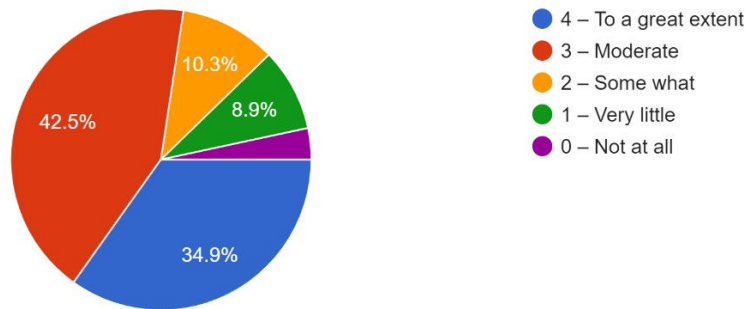
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the statement that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

416 responses



The above data reveals that around 35% of the respondents felt that to a great extent, the institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences, 43% felt moderately on the issue while 3% responded that the institute/ teachers never use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.



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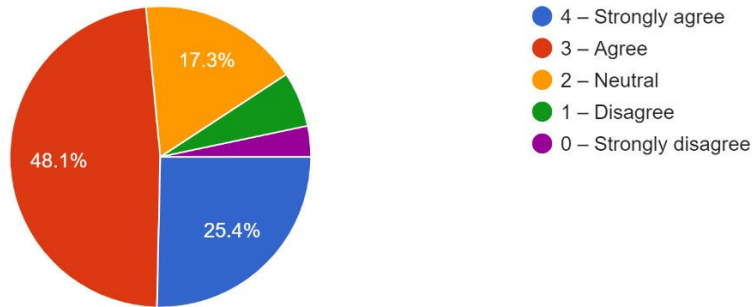
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17. Teachers encourage you to participate in extracurricular activities.

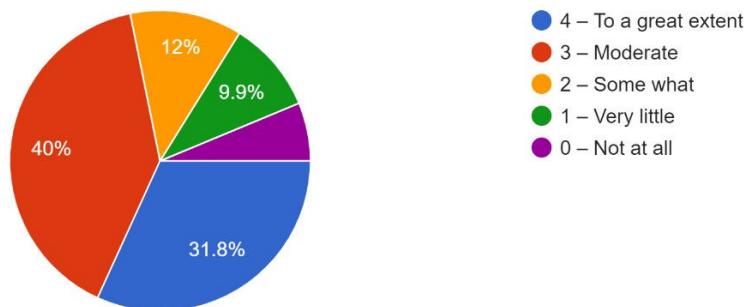
422 responses



The above data reveals that around 48% of the respondents agreed and 25 % agreed that teachers encourage them to participate in extracurricular activities. Only 3% of students strongly disagreed to the statement that the teachers encouraged them to participate in extracurricular activities.

18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

415 responses



The above data reveals that around 31% of the respondents felt that efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make them ready for the world of work, 40% felt moderately on the issue while 12% responded as somewhat to the statement. However 6% of the students felt no efforts were made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make them ready for the world of work.



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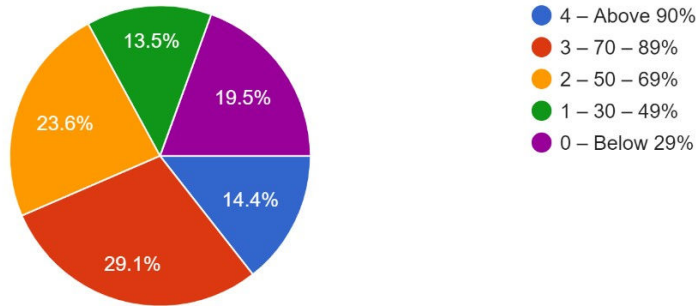
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19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

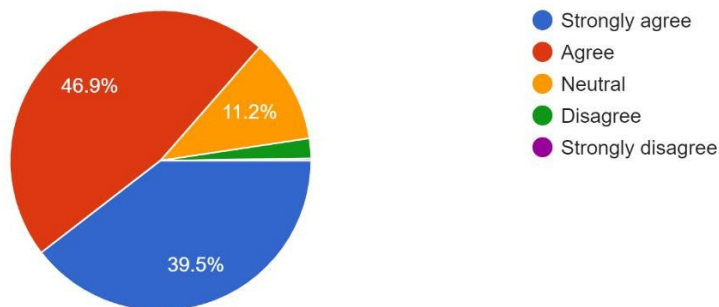
416 responses



The above data reveals that around only 14% of the respondents felt that 90% of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching, 29% felt 70-80% of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching, 24% felt 50-60% of teachers use ICT tools. However 14% and 20% of the students felt below 49% and below 29% of teachers use ICT tools.

20. The overall quality of teaching-learning process in your institute is very good.

420 responses



The above data reveals that around only 50% of the respondents agreed that the overall quality of teaching-learning process in your institute is very good, 40% agreed to the same. However none of the respondents strongly disagreed on the statement that the overall quality of teaching-learning process in your institute is very good.



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21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

Responses:

1. A good relationship should be maintained between a professor and a student.
2. More books should be provided.
3. Development of electronic devices to improve the study process.
4. Very nice
5. All things are good. Teacher's do their best to improve students' knowledge and encourage us to do our best
6. Smart learning
7. Hardworking teachers
8. Excellent faculty for learning and teaching
9. I like when teachers ask questions to student after explaining the whole topic that are you understood or not or I will explain again
10. Very good education they provide for all students
11. Use better graphics and visual media to engage students well.
12. Make teaching a two way interaction process.
13. Teachers should explain in a little bit working way
14. Practical learning, encourage active learning, complete the syllabus.
15. The institution should provide a free interactive and friendly environment between students and teachers. ICT tools should be used for an enhanced learning experience. A proper platform should be given to students which they will consider and take necessary efforts to solve their problems, where the students can freely interact about their issues.
16. Teachers have discipline to follow the rules, even staffs are good. According to me, extra curriculum is not there but every department's teaching is good.
17. The college is very nice, like the one I wanted, very particular about studies, extracurricular activities and the teachers of the college are very motivating and helpful.
18. Use better graphics and visual media to engage students well. 2) Try to reach every student and ask for their doubts. 3) Make teaching a two way interaction.
19. In my college teachers do their best while teaching. In comparison to the other colleges our teachers are so honest; they encourage us to be a noble citizen.
20. Improve co-curriculum activities and promoting internship.
21. Advance technology should be use in teaching learning process.
22. I want to increase extra activities our institution. All teachers interact with students and always support the student.
23. Firstly open the colleges then I can convey my suggestion accordingly because nothing can be suggested with regards to online classes.
24. Evaluation System, Equal respect to all the subjects, Better training of Educators
25. Extra class. More work. More understanding between teacher and students
26. 1. Study material and question answer of the chapter should be given, 2. Weekly class tests and weekly revision session needed.
27. 1. Encourage active and practical learning. 2. Make course expectations clear and based on learning outcomes. 3 Provide for meaningful teacher student interaction.
28. Good teaching



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29. 1. Time management should have to be more regular. 2. When the college campus starts....it would be good if it starts from day....instead of morning. 3. Everything else is fine.
30. Over all ever things is good in our institution.
31. Very good.
32. Teachers should more cooperative.
33. Teachers and students both are friendly. Teachers encourage students to participate to all programs. Teachers are helpful to student every time.
34. 1. Use spaced repetition, 2. Make learning visual, 3. Try to reach every student and ask about their doubts.
35. Firstly, students should be encouraged and they should be motivated rather than discouraging them. Secondly, there must be a scheduled class for LCD projector learning in a week and thirdly, need young teachers who can teach in a more positive way and be able to take responsibilities well.
36. I am satisfied
37. Nice experience, good teachers and well disciplined college
38. Teacher should communicate with student in such a manner that each and every student are capable to understanding the topic
39. 1. Communication with every pupil. 2. Use of life relating and practical examples. 3. Providing paper notes.
40. Encourage active and practical learning.
41. Provide for meaningful teacher - student interaction.
42. Make course expectations clear based on learning outcomes.
43. Proper communication
44. Smart teaching, excellent faculty in learning and teaching, good structure.
45. Teacher's guidance is very good but not always
46. 1. Overall teaching is very good, 2. Ours teachers are very much helpful to us, 3. Ours teachers are thoroughly teaching in each and every class.
47. 1. I actually want that all current books should be available in the college library by which we will be able to borrow from there for every semester. I personally experienced that the books are not moderately affordable for buying new books for such a short period of time... 2. I want every teacher to send notes online now if it will be offline then Maam obviously give us notes as they are too good but in this situation I want notes from Maam..... I love my every teacher and I eagerly want to meet my teachers now... I really want offline classes now that I'll be able to see them and study from them in the college.
48. Overall I don't have any complain regarding teaching
49. Use better graphics and visual media to engage students well, 2. Try to reach every student and ask for their doubts, 3. Make teaching a two way interaction process.
50. 1. Teacher's should use laptop for study purpose as it's very difficult to understand through camera (live). 2. Sample paper solving should get started. 3. Rest all is well. Teachers are very good except few.
51. Students must be given opportunities to visit somewhere to collect knowledge practically from the college because travelling is a part of education. Only classroom study does not give us complete knowledge.
52. 1. Our Teachers solve doubts of almost every students, 2. Make teaching a two way interaction, 3. Use better ways to engage students in studies
53. The teachers must take classes regularly. 2. The teachers must help students to be creative.
54. 1. My college is every time neat and clean, 2. My teachers are very helpful, 3. My teachers understand our problems and provide help to solve the problem.
55. Teacher and her education is the best. And her teachings are most perfect. All is good
56. 1) Increase and encourage Co- Curricular activities, 2.) Describe the future job field related to the course and also describe the instructions of study and exams. 3.) Librarians have to work properly because of them many students face problem.
57. I want to increase extracurricular activities in our institution. 2. All teacher are good.



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58. Instead of teaching continuously, a teacher should ask more question to the weak students. 2. Teachers should not be satisfied by the answer given only from a single student 3. Uses of digital platform should be increased instead of only video classes.
59. Teachers should encourage students about knowledge. Timing should be fixed for teaching
60. Advanced teaching, good skill of observation and multiple tasks should be there
61. 1. Smart teaching 2. Excellent faculty in learning and teaching 3. Good structure of learning
62. 1. Classes should be taken on particular time 2. Appropriate time should be taken to complete the syllabus (not within a month) 3. Only explaining is not the way teaching, written skills is also very important.
63. Good education
64. Teaching in the institution should be more effective. Every student should be treated equally irrespective of their course.
65. Interact with student, take revisions, and schedule the class timely.
66. 1. Introduce technology in the classroom. 2. Personalize the learning experience of the students. 3. Make course expectations clear and based on learning outcomes.
67. Take test regularly Want to take competitive exams between students After a topic has been completed give Grade to the students
68. Presently we are doing online classes. So not well known about college but teachers are very cooperative and help us. Thank you.
69. First - you have to tell us about students right so we can stand for our self
70. Even after returning the book to the library, it is said that the book have not been returned due to which the girls have a lot of problem ...
71. The teacher should use tools such as LCD so that it is more appealing to the students to understand in a better way 2. Overall observation is mostly satisfactory. 3. Efforts could be made by the teachers to communicate with the students regarding some extra-curricular activities so that they could find some talent in particular students.
72. My learning experience is very good in my institution
73. All things are good... teacher do their best to improve students' knowledge and encourage us to do our best
74. There is a problem in my English marks in 2nd semester. Practical marks are not uploaded I need strict action before printing of the mark sheet. Overall all the professors in the college were good. Thank you...
Ishika Singh
75. Teachers of my college is very good teaching the all the lesson and also make the doubts clear of any confusion
76. All is good
77. Need more real life examples in every subject especially in economics 2. Need some extracurricular activities 3. Need more smart tools to enhance
78. The teachers should be friendlier with the students. There should be more facilities in the college for students. The teachers should be more understanding
79. The institute should follow student incentive programmes.
80. Overall I don't have any complain regarding teaching
81. use better graphic and visual media to engage student well 2: try to reach every student and ask for their doubt 3: we should emphasize or practical learning
82. My learning experience is very good and they don't want to be suggestions because they are doing a great job
83. Teachers should be more friendly with students
84. The teacher should be more friendly. There should be more facilities in the college for students. The teachers should be more understanding.
85. 1. The teachers must take classes regularly. 2. The teachers must help students to be creative.
86. Very nice



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87. Overall our college is less space but there teachers & staff members are more & more helpful. As being a girls college it's totally safe & comfortable.
88. 1. Bathroom door lock should be ok. 2. Must be a teacher for college games. 3. College should have a teacher for NCC.
89. My experience is good in my institute
90. Teacher should communicate with student. In such a manner that each and every student are capable to understand the topic
91. 1. Instead of teaching continuously a teacher should ask more question to the weak students.
2. Teachers should not be satisfied by the answer given only from a single student
3. Uses of digital platform should be increase instead of only video classes.
92. Well going
93. This institute make me a skilful person. They teach us how to interview to our jobs and extraordinary place. We all are learning from this institute is new thing and new knowledge we are get..
94. Firstly the professors of our college teaches us very excellently. Secondly they treat us to be their friend and teaches us in a friendly manner. They explains everything in an interesting way .
95. 1. Smart learning, 2. Hardworking teachers, 3. Excellent faculty for learning and teaching
96. 1)Teacher student interaction, 2)Increase active and practical learning tasks, 3)provide variety of learning activities such as group work .
97. Teachers should be more attentive to the students. Teachers should communicate to each and every student. Teachers should focus more on little bit weak students.
98. All things are good. Teachers do their best to improve students' knowledge and encourage us to do our best
99. Teaching process are overall good...
100. Use better graphics and visual media to engage students well. ...
101. 1. Teaching should be in easy languages so that everyone can understand very well.
2. Teaching should be in digital format sometimes so that everyone can become familiar with this digital world.
3. Teaching should be in a practical way sometimes.
102. Some teachers are not at all punctual in my college. Suddenly they cancel the class and then shifts to Saturday or Sunday at any time they want evening, morning, avoiding students problem .And I think this is a bad effect on professionalism and punctualism.
103. Teachers interact with student , Take revisions ,Schedule the class timely
104. 1. To learning more details. 2. Time to be expand. 3. To be given more suggestions for the examination
105. Group discussion and teacher student interaction could be better
106. I have nothing to say because there is nothing to improve in this teaching and learning process as all the teachers are teaching in the best way which are very much effective for all of us..
107. Smart teaching , excellent faculty in learning and teaching ,good structure
108. 1. Smart teaching. 2. Excellent faculty in learning and teaching. 3. Good structure of learning
109. Actually all teachers are giving full effort. They all are doing their best by online classes.
110. 1. Teachers should take an interest in knowing students, their strengths and weaknesses.
2. The institution should not just focus on academics and completing the syllabus.
3. Life skills should be given importance.
111. 1. Time management should have been more regular.
2. When the college campus starts it would be good if it starts from day ... instead of morning.
3. Everything else is fine.
112. 1. Teacher's should use laptop for study purpose it's very difficult to understand through camera (live). 2. Sample paper solving should get started. 3. Rest all well. Teachers are very good except few.
113. 1. I think teachers should illustrate the concepts briefly through examples and applications 2. More and more harder problems which are important in the CU syllabus should be solved in the classes



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114. 1.The teachers must discuss the performance of assignment with the students every time.
2.The teachers should pay more attention on explanation than completion of syllabus.
3. There should be a good interaction between the teachers and students.
115. From my side, I prefer more from teacher side in the form of teaching, communication.
116. Firstly open the colleges then I can convey my suggestion accordingly because nothing can be suggested with regards to online classes.
117. 1) Slight improve in teaching quality
118. 1.Need more real life examples in every subject specially in economics
2. Need some extracurricular activities
3. Need more smart tools to enhance
119. Should encourage students about knowledge. Timing should be fixed for teaching
120. 1. Communication with every pupil.2. Use of life relating and practical examples.
3. Providing paper notes.
121. I want to increase extra activities in our Institutions
122. Teaching should be formal. Discuss question and answer. In a slow time teaching not too fast
123. Everything is good
124. Students must be given opportunities to visit somewhere to collect knowledge practically by the college because travelling is a part of education. Only room study does not give us complete knowledge.
125. Over all ever things is good in our institution.
126. Overall everything is excellent in our institution.
127. 1. Overall Teaching is very good. 2. Ours Teachers are very much helpful to us.3. Ours Teachers are thoroughly teaching each and every class.
128. The college is very nice,like the one I wanted,very particular about the studies,extracurricular activities and the teachers of the college are very motivating and helpful.
129. 1. Try to understand problem of students.. If they any doubt or not
2.for fresh n up gave some interesting work to students.
130. By good teacher ,good teaching techniques and faster
131. Teachers should explain in a little bit working way.1.The teacher should use tools such as LCD so that it is more appealing to the students to understand in a better way, 2. Overall observation is mostly satisfactory, 3. Efforts could be made by the teachers to communicate with the students regarding some extra curricular activities so that they could find some talent in particular students.
132. Tell teachers to take classes on time during official hours not at every time whenever they feel like to. Tell them to cope with students not to be hurry. Be punctual on time. Not to waste ours and theirs time too. And to teach clearly, explain properly and make us understand very clearly. And to repeat the notes while dictating four times so that all of us could write clearly and properly.
Don't be too hurry. By saying that we are lagging behind and I can't repeat so much of times. You all should write fast. Is this the way teachers should say?
133. Teachers should try to complete the syllabus on time ,explain the topics properly and help the weak students.
134. Good teaching
135. All things are good... teacher do their best to improve students knowledge and encourage us to do our best
136. 1)Use better graphics and visual media to engage students well..2)try to reach every student and ask for their doubts..3)make teaching a two way interaction..
137. They don't need any observations.overall learning experience is very good.
138. There teacher don't need any observation. They are very sincere and experienced.
139. Good education
140. A teacher who always de-motivate student's by saying u are not able to do anything. Please tell them don't do this type of things



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141. Since our classes are in online mode the overall experience is very good. Teachers are very kind to resolve our queries regarding the courses .All are good
OBSERVATION
1. Teachers provides PDF notes for all the subjects . 2. Teaching staff and Non-teaching staff is very helpful in our institution. 3. Teachers are also taking extra classes.
Good learning experience.
142. I am first year semester 1 student .Though our classes are in online mode, yet I did not get the opportunity to go in our institution. Overall online learning experience is very good.All the teaching staff and non-teaching staff is very kind to resolve our queries regarding the courses and admission procedures. Such there are no suggestions.
OBSERVATION:-
1)PDF notes provided by the teachers for each subjects.
2)Though we are having regular classes teachers are also taking extra classes.
3)The decorum of the online classes is very good.
Overall Good Learning Experience.
143. As per my observation Teachers are teaching with their good effort
144. Teaching in the institution should be more effective. Every student should be treated equally irrespective of their course.
145. Improve co curriculum activities and promoting internship
146. Yes they are doing their best in online class.

Chandana Dutta

Teacher-in-Charge

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